

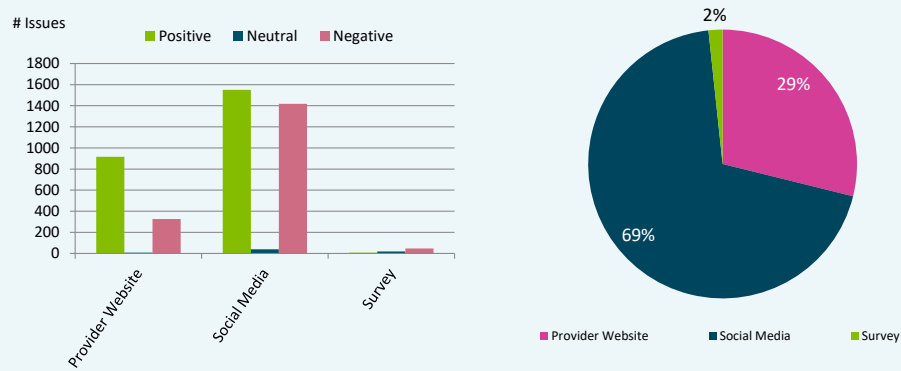
Harrow, GP Services

1 July 2022 - 30 June 2023

Community Insight Dashboard

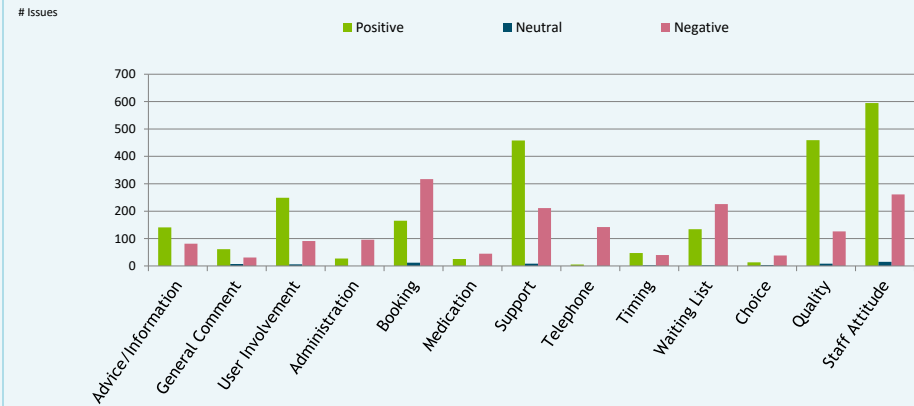


1. Source: 4402 issues from 990 people



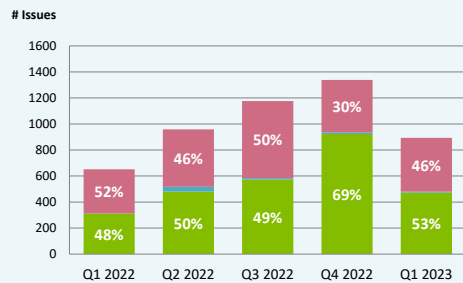
Top sources displayed

2. Trends

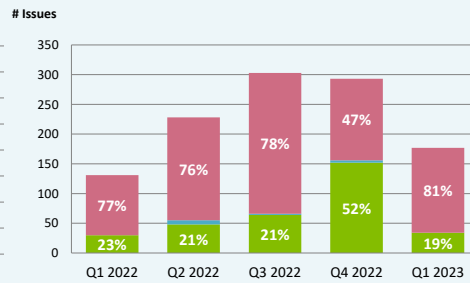


Top trends displayed

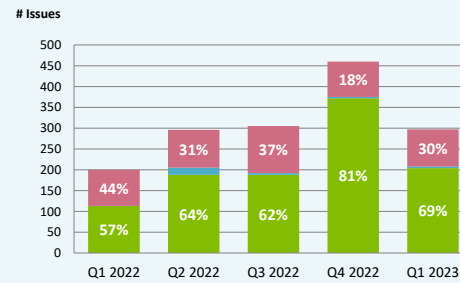
3.1 Timeline: Overall Sentiment



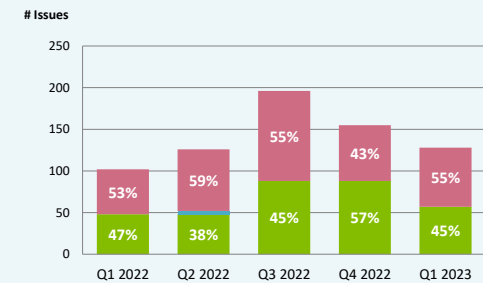
3.2 Timeline: Service Access



3.3 Timeline: Treatment and Care



3.4 Timeline: Administration



Positive Neutral Negative

Satisfaction Over Time



Overall Satisfaction:
Service Access:
Treatment and Care:
Administration:

Six Months Ago

Up by 4%
Down by 2%
Up by 7%
No Change

Last Year

Up by 5%
Down by 4%
Up by 12%
Down by 2%

Trends by Satisfaction Level



Quality (77%)
User Involvement (71%)
Staff Attitude (68%)
Support (67%)
Advice/Information (63%)



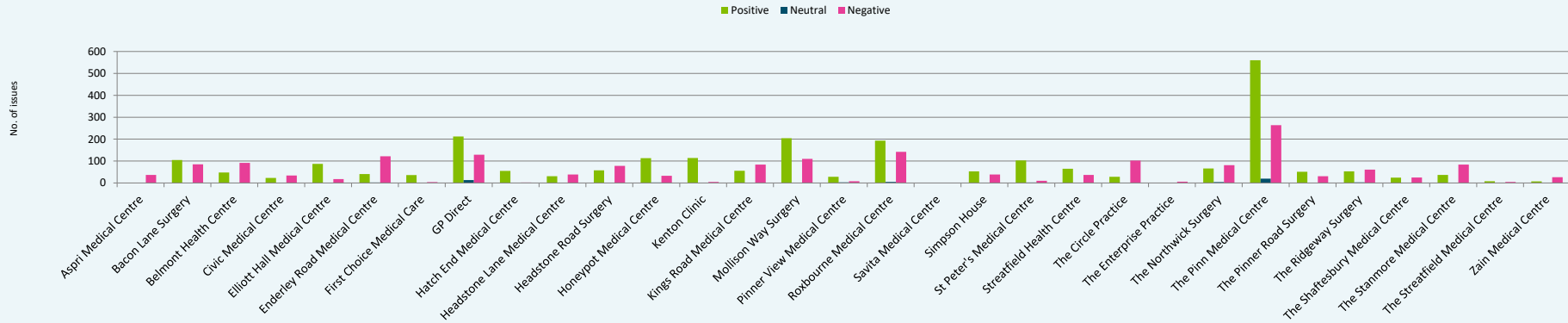
Telephone (3%)
Administration (21%)
Choice (24%)
Booking (33%)
Medication (35%)

Harrow, GP Services

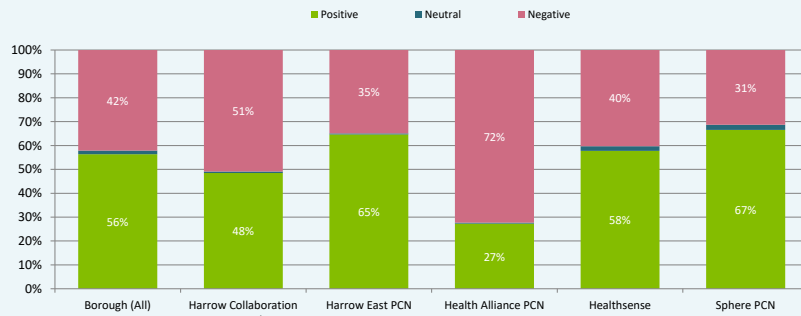
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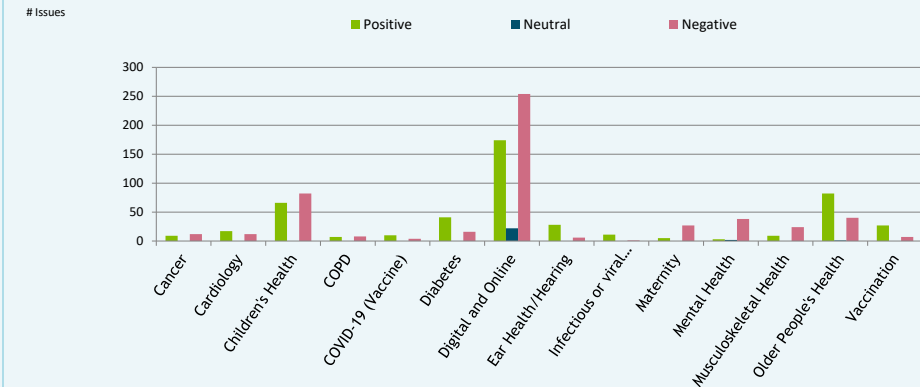
4. Practices



5. Primary Care Networks (PCNs)



6. Conditions/Topics



Top conditions/topics displayed

Conditions/Topics by Satisfaction Level



Ear Health/Hearing (82%)
 Vaccination (79%)
 Diabetes (71%)
 COVID-19 (Vaccine) (71%)
 Older People's Health (66%)



Mental Health (6%)
 Maternity (15%)
 Musculoskeletal Health (27%)
 Digital and Online (38%)
 Cancer (42%)